



The Roanoke County Communication Center answers all 911 calls placed from telephones within Roanoke County. The Center is responsible for dispatching police, fire, and rescue units to respond to citizen calls for service. During the fiscal year 2005/2006, the Communication Center handled 42,351 911 calls and 133,415 non-emergency phone calls, in addition to approximately 8 million radio transmissions. For the first half of fiscal year 2006/2007, 911 calls are up over 7%.

On October 25, 2006, the Communication Center became the first work group to occupy the new Public Safety Building on Cove Road. Many individuals from Roanoke County Information Technology, Roanoke County Police, Roanoke County Fire Rescue, Northrup Grumman and scores of vendor companies worked together to ensure a seamless transition to the new center. The transition went smoothly, and no services to citizens were interrupted.



Goals for 2007

- Achieve and maintain 100% staffing.
- Reduce the time it takes to dispatch all priority one calls to under 90 seconds.
- Maintain a schedule to achieve National Accreditation in 2008.
- Complete the City of Roanoke/Roanoke County Computer Aided Dispatch connection to allow each jurisdiction to access information from their Computer Aided Dispatch from each other's Public Safety Answering Point.
- Increase interoperability by promoting cooperation with other Public Safety Answering Points in adjoining jurisdictions.